

# Stihl Product Registration

When serial items are sold the dealer is then required to register the sale on the Stihl B2B website for warranty purposes.

This process can be very time consuming particularly in busy periods.

With this service the Stihl serial items sold each day are sent directly to the Stihl B2B website and are automatically registered for the appropriate warranty.

Ibcos will set up a batch to extract the sales, usually for the previous day, and this will then be sent automatically to Stihl.

Stihl will send a confirmation early the following day to show the registrations completed.

## Set Up

Stihl apply warranty depending on the customer type. The customer type can be set when the machine is sold.

If particular customers are generally one type then this can be set on the customer account either on an individual basis or via a mass amend.

## Customer Maintenance

(Sales Ledger, Customer Maintenance)

A new field has been added to the Customer Maintenance screen, General tab to hold the default for each customer.

The screenshot shows a software window titled "Customer Maintenance - Amend Mode". The window has a menu bar with options: Name & Addr, General, Mkt, Terms, Invoice, Print, Curr/Intrastat, Promotions, and Pad. The "General" tab is selected. The main area contains the following fields and values:

- Name: Mr F Smith
- Customer: 8004
- Customer's Reference: [Empty field]
- Supplier A/c.: [Empty field]
- Account type: Open item (dropdown)
- Apply VAT: Yes (dropdown)
- V.A.T. Number: GB 457 5462 12
- Default VAT Code: [Empty field]
- Force Ord. No.: No (dropdown)
- Max. Email: [Empty field]
- Rep Code: JF (dropdown) with name **Jon Fulcher** next to it
- Outlet type: [Empty field]
- Analysis codes: [Empty field]
- Area code: SC
- Mail sort code: [Empty field]
- Diary Priority: [Empty field]
- Distance to Cust: [Empty field]
- Customer Type: Professional (dropdown menu is open showing options: Professional, Not Set, Professional, Domestic, Hire, Extended Warranty)
- Potential Spend: [Empty field]
- CNH Prim Sub Channel: [Empty field]
- CNH Payment Channel: [Empty field]
- CNH Exceptional Demand: No (dropdown)
- Loyalty Code: [Empty field]

At the bottom left, there are "OK" and "Cancel" buttons.

Field	Options	Selection
Customer Type	<ul style="list-style-type: none"> <li>• Not Set</li> <li>• Professional</li> <li>• Domestic</li> <li>• Hire</li> <li>• Extended Warranty</li> </ul>	Select as required to determine the type of warranty available for the customer. If the customer is set to "Not Set" then sales of serial items to the customer will not be sent automatically to Stihl.

**Mass Customer Amendment**

(Sales Ledger, Modification, Mass Customer Amendment)

The new field for Customer Type has also been made available to the Mass Customer Amend program, 'All' option, so that the field can be set for a range of customer accounts if required.

**Manufacturer Prefix Configuration**  
(Communications, Manufacturer Prefix Config)

A configuration needs to be set up to hold all prefixes used for Stihl sales.

This is used to identify sales of Stihl machinery/equipment.

Ibcos will set this up as part of the configuration process.

Field	Options	Selection
Manufacturer		Enter STIHL in capital letters
Main Prefix		Enter the main prefix used for Stihl
Additional Prefixes		Enter any additional prefixes used for Stihl, e.g. S1, S2

## Sales

### Point of Sale / Till / Workshop / Wholegood

Sales of Stihl serial parts recorded via Point of Sale, Cash Till, Workshop Entry and Wholegood Invoice and Self Bill are sent for warranty registration.

When selling Stihl machinery, at the point the serial item is selected a new prompt displays the customer type as set on the customer account and allows this to be changed for individual sales.

Select from

- Domestic
- Professional
- Hire
- Extended Warranty

The screenshot displays the iBCOS software interface for a sales entry. The main window is titled 'GO 1001 CASH SALE-DEPOT 1 Inv \*\*0105 - New'. It shows various financial fields: Sold: 0.00, Cost: 0.00, %: 0.00, V.A.T.: 0.00, Order: 0.00, Ord Cost: 0.00, %: 0.00, and Total: 0.00. Below these fields, there is a section for 'Part No.' (ST-01714) and 'CHAIN SAW 14\". A 'Customer Type' dropdown menu is open, showing 'Not Set' as the selected option. Other fields include 'Retail: Stock Enquiry / P.O.S. Cmp. 99/1 POOLE', 'VAT Incl:', 'Memo:', 'Depot', 'Free stk: 17', 'Bin loc', 'On Order: 0', 'Allocated: 0', and 'W.I.P.: 1'. At the bottom, there is a 'Part Line - Inserting line 1 of 1' section with fields for 'Part: ST-01714', 'Price: 136.85', 'Disc%: 0.00', 'Sold: 1', 'Ordered: 0', 'Cst: 0.00', 'VAT: 1', and 'Sett: Yes'. Buttons for 'OK', 'Cancel', 'OrdType', 'Alt.Prt', 'Options', 'Serial', 'Next', and 'Prev' are visible at the bottom of the interface.

This way a customer whose account is set to Professional can record a Domestic sale for example.

Cash Sale accounts can be set to "Not Set" to allow the customer type to be selected for individual sales.

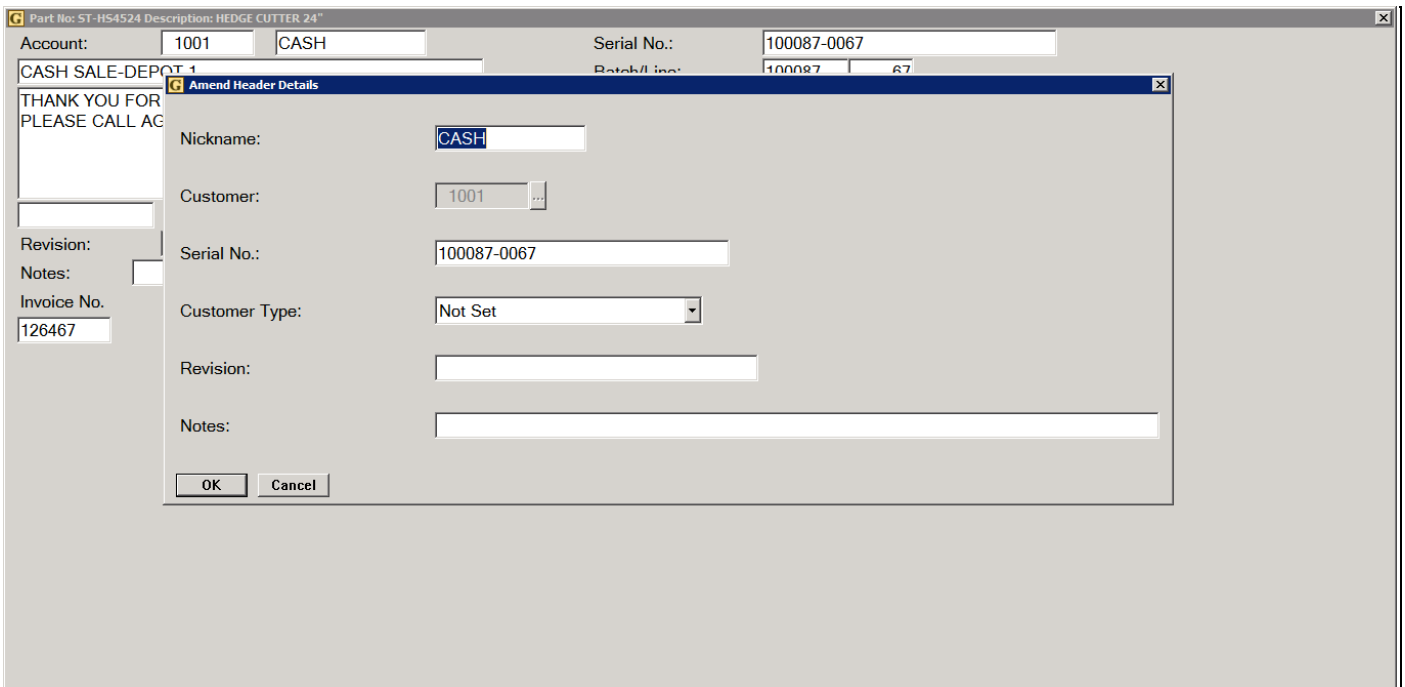
### Changing Customer Type or Serial Number

If a sale has been made and the customer type selected was “Not Set” or an invalid serial number entered it is possible to change this in the “Serial No. Enquiry” program.

In Parts Control --> Enquiry / Advice Labels – Serial No. Enquiry look up the serial number.

Select the “Header” option.

The serial number sold can be changed in this screen if it was entered incorrectly.



If the Customer Type is “Not Set” it is possible to change this using the drop down to a valid customer type.

### Address Information

When sending warranty information to Stihl; if there is a delivery address this will be used, if there is no delivery address then the address details from the advice note or customer account will be used.

### Reporting on Customer Type

The Part/Customer Sales Analysis report has been enhanced to include the Customer Type when exported to Excel.

## Stihl Product Registration

(Communications, Stihl Product Registration)

The data sent to Stihl is based on the serial number sold and does not include the Gold part number. Serial numbers must be correct Stihl serial numbers. Any spaces will be stripped out before sending. The date of sale is included.

The customer information sent will include the customer type, name and address, plus email address and phone number if available.

This will be setup by Ibcos to run in a batch operation to automatically send the daily sales to Stihl.

An exclusions file is created if any of the data to be submitted to Stihl is invalid and the transaction has not been sent. For example, an invalid serial number or if the customer type is not set. This file will be setup by Ibcos to be emailed to specific individual at the dealer for review. It is set with an attached .csv file containing the invalid registrations.

Field	Mandatory	Selection
Depot	Yes	Enter the depot number (or * for all depots).
Dealer ID	Yes	The dealer ID is supplied by Stihl and should be 10 digits in length

Report File Transfer ID	Yes	Select the File Transfer ID created for the Report to be sent to Stihl
Exclusions Transfer ID	Yes	Select the file transfer ID set up to send the Exclusions Report
Prefixes to include	Yes	This is taken from the Manufacturer Prefix Config file
From Date	Yes	Enter the date to start reporting from, the suggestion is that this should be set to TODAY-1 for yesterdays' sales but any date range can be used.
To Date	Yes	Enter the date to report up to, the suggestion is that this should be set to TODAY for yesterdays' sales but any date range can be used.

- "Save" can be used to save the settings for future use.
- Use the "OK" button to run the extract immediately.

### Invalid Serial Numbers

Stihl will send out an email notification which will report any serial numbers that could not be registered, for example an invalid serial number.

This email will arrive the following morning.



#### B2B Product Registration Import Notification

Thank you for transferring your product registrations to the STIHL B2B Details for the import of these product registrations can be found below.

Serial no.	Item no.	Sales Date	Information
5 12 534 733	4241 011 1724	8/2/2018	Imported
5 08 617 912	4313 011 2112	23/2/2018	Imported
8 12 519 563		24/2/2018	Not imported - reason: ArticleNumber: there is no article number in serial number database, SerialNumber: Serial number is invalid, City: not all mandatory fields are filled: City
1 81 782 893	1140 011 3036	25/2/2018	Not imported - reason: City: not all mandatory fields are filled: City
5 13 437 016		25/2/2018	Not imported - reason: invalid data; ArticleNumber: there is no article number in serial number database, SerialNumber: Serial number is invalid

### Credit Notes

If a machine sold is then credited in Gold it is necessary to contact Stihl to de-register the machine.